



# IKE Device (3600 series) OTA OS Update Procedure

IKE Platform

Date: 17th January 2022

## Prerequisites

In order to perform the OS update, please ensure the following::

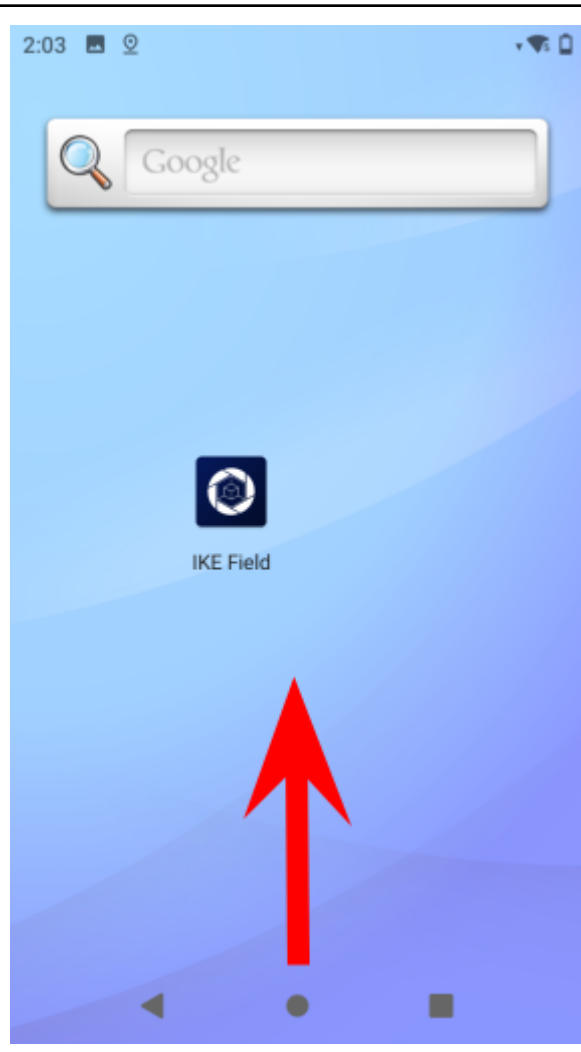
- **IKE device (3600 series) must have at least 1GB of free storage on both internal storage and SD card storage (can be checked in Settings > Storage)**
- IKE device (3600 series) should be fully charged (battery level over 90%)
- IKE device (3600 series) should be connected to the Internet with WiFi
  - Because the OS download can be relatively heavy (around 1GB of data), it is advised to use a fast and non metered Internet connection for this process.

If the conditions are met, you are ready to start the OS Update process. During the OS Update process, the device won't be usable. The update generally takes around 20 minutes, but time can vary depending on your internet connection speed.

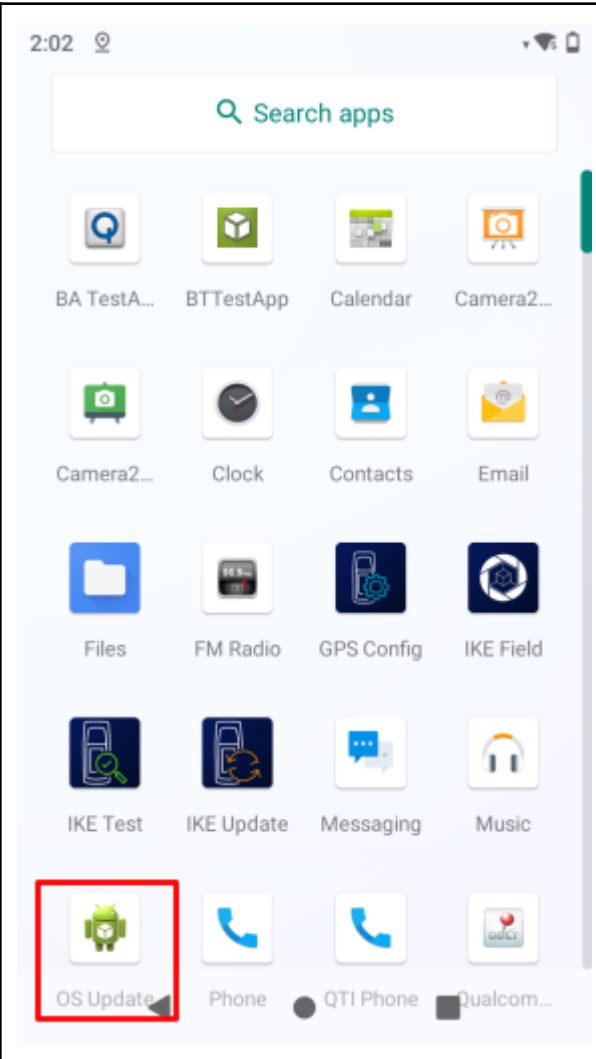
# Update Process

If all the conditions described in the prerequisites are met, you can start the update process.

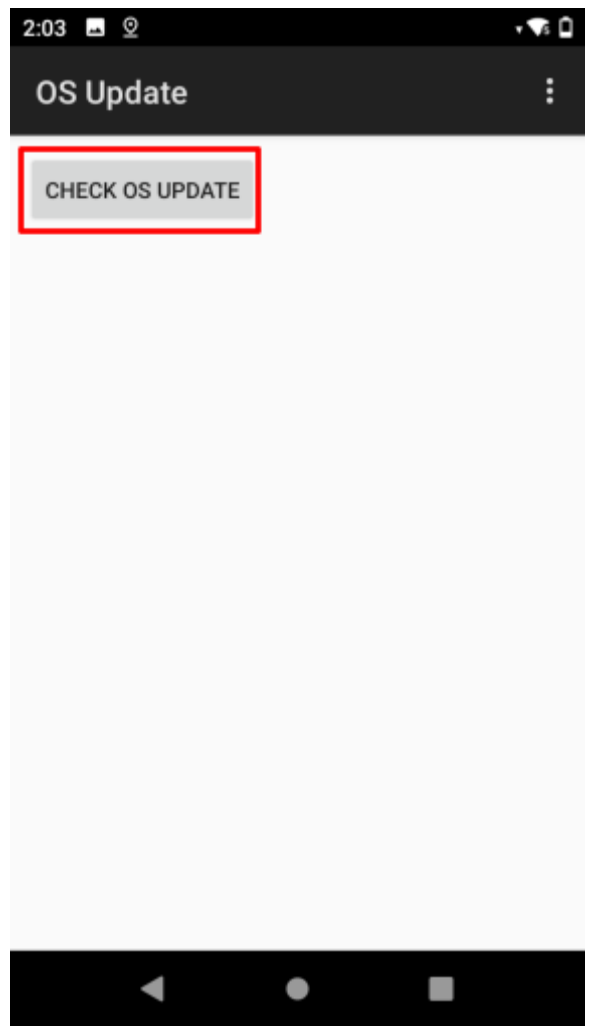
On the IKE device (3600 series) home screen, swipe up to open the application tray:



Open the "OS Update" application:



Tap the "Check OS Update button":



If an OS update is available the device will download it and then start the update process. No further action should be required from the user until the process is completed. The device should restart multiple times during the process, do not try to turn off the device during the process.

After a few minutes, the device should restart and display the home screen again, the device's OS is now up to date.

To confirm the new OS version has been installed successfully, open the "OS Update" application and tap the Check OS Update button again. It should return the message "Error: IKE OS is up to date".

